



# **Preventing Crime Promoting Public Safety**



Operated by  
**Glasgow City Council**  
**0141 287 2527**





# GLASGOW CITY COUNCIL

## POLICY ON THE USE OF CCTV SYSTEMS

### ***About this Policy***

This policy describes why Glasgow City Council uses closed circuit television cameras (CCTV) on its property and what use it makes of the images recorded. It has been prepared in terms of the Council's obligations as a "data controller" under the Data Protection Act 1998. This policy is designed to ensure that personal data consisting of the images of people picked up by CCTV systems ("data subjects") are processed fairly by ensuring that the data subjects have made readily available to them the following information:

- the identity of the data controller;
- the purpose or purposes for which the data are processed; and
- any further information the data subjects should be given in the interests of fairness.

It is also intended to ensure that the Council's use of CCTV fully complies with the code of practice on the use of CCTV issued by the Information Commissioner. The policy should be read alongside the Council's Operational Procedures on CCTV which give more detailed information to staff on the deployment and maintenance of CCTV systems and the management of recorded images and monitoring stations.

### ***Purposes of CCTV***

CCTV systems are installed in Council premises for a number of reasons. Principally they are installed for purposes of the prevention, investigation and detection of crime (particularly, but not restricted to, vandalism or the theft of Council property) and the apprehension and prosecution of offenders. They are also used to enhance the safety of staff and the public. The CITRAC cameras which monitor certain major roads in Glasgow are principally deployed to assist in traffic flow management but may also be used for crime prevention, investigation and detection, and the apprehension and prosecution of offenders. Whilst not its principal function, CCTV footage may in appropriate circumstances be used in connection with staff discipline. Footage may also be used to monitor the conduct of tenancies and used in civil proceedings such as eviction actions for anti-social behaviour. It is proposed to utilise CCTV in future to detect and assist in taking civil enforcement proceedings against the keepers of illegally parked vehicles.

The Council may occasionally utilise covert CCTV monitoring. This is regulated by a separate Policy on Directed Surveillance. The images so recorded are however subject to the same or stricter procedures than those laid down in this policy.

All Council CCTV systems are controlled by Glasgow City Council which is the data controller of the images recorded for purposes of the Data Protection Act 1998. CCTV installations at Project 2002 schools are however controlled by Amey Business Services on behalf of 3ED Glasgow Limited (telephone 0141 352 2354). Streetscape cameras covering public areas in the City Centre and elsewhere are controlled by Streetwatch Glasgow Limited

### ***Scope of Council CCTV Systems.***

The Council operates some 3000 CCTV cameras across its property. All areas covered by cameras must have visible and legible signs advising people entering the/...

the areas covered that CCTV is in operation. The corporate style of sign is attached as an Appendix to this document. The telephone number on the signs is that of the Alarm

Receiving Centre at Blochairn which can provide additional information (including copies of this policy) to anyone making enquiries.

Council services installing additional CCTV systems must ensure that the appropriate signage is displayed and that the Alarm Receiving Centre is updated as to the location, local controller and field of view of these new systems.

### ***Management and Retention of Images.***

Storage of images varies from system to system. Most systems use video recording and the tapes are stored and managed locally. Some systems utilising digital cameras download images to the Council Alarm Receiving Centre, and images are stored there. In this policy the term "tape" is used to refer to stored images whether stored on video tape or by digital means. Regardless of how they are stored all images will be retained for seven days unless a different retention period has been approved in writing by the Council's Data Protection Officer. After this period the images are permanently deleted unless required for an ongoing issue which has been identified (e.g. if a crime has been observed and recorded or if the images have been retained while another subject access request is being processed). In such cases images will be retained for as long as necessary (e.g. until the conclusion of any criminal proceedings arising from the incident).

Until deleted all tapes are held securely in terms of the Council's operational procedures and this policy. It should be noted that some cameras, particularly the CITRAC traffic monitoring cameras do not record images.

### ***Access to and Disclosure of Images.***

Real time access to monitoring screens is restricted to designated staff who have been informed as to the contents of this policy. Monitoring screens should be located so as to prevent members of the public and other members of staff from seeing the images.

Once images have been recorded access to them is only permitted as follows:

- If an incident has been spotted by an officer or is subsequently brought to the Council's attention the tape may be reviewed by a supervisor to verify the incident and decide what further action is necessary (if any).
- Any incidents revealed will be brought to the attention of Council staff responsible for the service/premises in question. This may involve making a copy of the tape or a screen print. Tapes/screen prints may be used as evidence in any subsequent civil/criminal court proceedings or in the course of other regulatory proceedings or disciplinary hearings.
- In cases of suspected criminal activity the tape will normally be passed to the Police and/or Procurator Fiscal for investigation and possible prosecution. Disclosure may also be made to other law enforcement agencies (e.g. Customs and Excise) and other public bodies with regulatory functions (which includes other services within the Council.)
- The Police and other law enforcement agencies may, on showing good cause, request copies of tapes or access to monitoring screens. In general such requests will be complied with.

It should be noted that individual operators are not themselves entitled to access stored images except in cases of genuine emergency. All access to stored images or monitoring screens, making copies of tapes or screen prints must be fully logged in accordance with the Council's operational procedures.

No employee of the Council is authorised to disclose recorded images other than for the above purposes. Anyone attempting to procure images from the Council or any of its employees other than as permitted by this policy may be committing a criminal offence. Employees who knowingly or recklessly disclose details in breach of this policy and the

operational guidelines may also commit an offence and/or be subject to disciplinary proceedings including dismissal.

***Access by Data Subjects.***

Under the Data Protection Act, "data subjects" have the right to see the data held on them. For CCTV this means anyone whose identifiable image is recorded can request access to the recorded images.

Any request must be made in writing but a pro forma application form will be sent out in response to telephone queries. In order for the Council to respond to a request it must be provided with sufficient details to allow it to locate the information, together with the applicable fee and must also be satisfied as to the applicant's identity and the authority of anyone acting on their behalf. The standard application form is designed to facilitate this process. As permitted by the relevant Regulations, the Council charges a fee of £10.00 for CCTV subject access requests. This fee is not refundable. The Council will review its policy on levying this charge on an annual basis.

In general anyone making a subject access request will be asked if they simply wish to view the tape or if they would like a copy. Copies are provided on standard VHS format video tape.

Viewing of tapes must be done at Council premises where appropriate private viewing facilities are available. In order to avoid disclosing personal data relating to other individuals the images of other people may be blacked out or blurred.

The process of blurring the images may be carried out by third parties acting on behalf of the Council. In this event the disclosure of the tape to the third party would be in terms of a written contract to ensure compliance with applicable Data Protection laws.

Any request to view images will be met within 40 days of receipt by the Council of all necessary information plus the fee, as laid down by law. If no images can be located from the information received the applicant will be told this. This would also apply if the images have been erased before an application is received.

It should be noted that the Council retains full copyright of all images recorded by its CCTV systems. Accordingly any further use or publication of the images provided to and applicant is prohibited unless specifically authorised in writing by the Council.

The Council is entitled to refuse subject access requests in certain limited circumstances. The main circumstance is where disclosure would prejudice the prevention or detection of crime or the prosecution of offenders. In any case where a tape has been passed to the Police or Procurator Fiscal, any subject access request will be denied until such time as the Council has been officially notified that no proceedings are to be instituted or those proceedings have been concluded. Anyone seeking access to tapes in such circumstances should approach the Procurator Fiscal.